

CenturyLink
100 CenturyLink Drive, Monroe, LA 71203

Information for Residential Customers

If you have any questions regarding this information, please call a Customer Care contact at 800-201-4099.

RESIDENTIAL SERVICE

The residential monthly service rates are based on Flat Rate Service, which includes unlimited calling within your local service area. Throughout the entire serving area, our network provides services such as, single party service with voice grade access to the public switched network utilizing modern signaling technology, as well as toll blocking, access to Emergency 9-1-1 Service, Operator Services, Directory Assistance and a variety of Interexchange or Long Distance Toll Service Providers.

The rates for individual and party line service are determined by the geographic zone in which the telephone service is located. The basic monthly service rates, which include touch calling service, are as follows:

1-Party Monthly Rate	\$8.75
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Monthly rates shown above do not include taxes and surcharges, equipment rental or any optional services, e.g., Custom Calling Service Features or Voice Mail Service.

Service Connection Charges for Single-line Service

When you order new service or request changes in your existing service, you are charged only for the specific work that actually has to be done. The amount you are charged is determined by the type of work completed.

**Service Connection Charges
(processing your order):**

Installation of primary telephone equipment in place and no change in location or type of instrumentalities	\$15.00
Universal Lifeline Telephone Service (ULTS)	\$ 7.50
Central Office Work	\$20.00
Installation of extension station	
On premises	\$10.00 (Note 1)
Off premises	\$15.00 (Note 2)

Note 1: The installation charge for a residence extension telephone applies only once for one or more extension telephones installed at the same time. The charge does not apply to extension telephones installed at the same time the main station is installed.

Note 2: The installation charge for off-premises extensions applies to normal installations within 500 feet. Other installations are subject to a charge equal to the actual cost of installation.

Restoration of temporarily discontinued service	\$10.00
Transfer of service	\$ 5.00
Indoor Jack, each	\$15.00
Outdoor Weatherproof Jack, each	\$25.00

Move and Change Charges

Change of single telephone line location, same premises	\$15.00
Change of single line telephone, not required by change in class, type, or grade of service	\$15.00
Change in telephone number, at subscriber's request	\$15.00
Other changes	\$15.00

Maintenance Service Visit Due to Customer Provided Equipment

The customer shall be responsible for payment of service charges to CenturyLink based on actual costs incurred by CenturyLink for visits by CenturyLink personnel to the customer's premises where a service difficulty or trouble report results from customer-provided equipment or facilities.

Minimum charge per maintenance service call	\$30.00
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Services for Special Needs

Equipment is available at NO CHARGE to customers who have a physical impairment that makes it difficult for them to use the telephone. Please call California Telephone Access Program (CTAP) at 800-806-1191 or TTY at 800-806-4474 for details. Certified special needs customers who are qualified for ULTS may receive two discounted telephone lines.

HOW TO REACH US

CenturyLink is committed to providing you with the best possible customer service, along with the most enhanced technology. Should you have a question or concern regarding our telephone service and you would like to speak to one of our customer care representatives, please call our Customer Contact Center at the number below.

Installation & Service ---- Residential

1-800-201-4099

REPAIR SERVICE

When you call our Repair Service, the service personnel will try to isolate your telephone problem and help you identify how to get it fixed without incurring unnecessary costs. Problems caused by CenturyLink's outside wiring will be repaired at no charge.

Repair Service ----24 Hours

1-800-824-2877

800 AND 900 TELEPHONE NUMBER-YOUR NUMBER MAY BE DISCLOSED

When you call an 800 or 900 telephone number, your number could be disclosed to the party you are calling and could be recorded in a database sold to telemarketers.

The California Public Utilities Commission wants consumers to know that some companies listing 800 or 900 numbers are now using Automatic Number Identification (ANI) which is approved by the Federal Communications Commission. When you dial their number, ANI equipment can automatically add your phone number to their customer database and companies are not required to tell you if they have ANI.

Companies with ANI can then use your phone number to get your address, income level, items purchased, and similar information from other marketing databases. Or they can sell your number to telemarketers who can then pitch their products and services to you.

Never assume that an 800 or 900 number is a toll-free call! If the number uses ANI, you may reach a recording advising that you will be called back collect. Or you may be told to call a 900 number. In either case, the call would be billed to you!

If a person answers an 800 or 900 number, you can advise them that you do not want your number, name, or address kept in his or her company records. You may want to make it clear that you do not want this information rented or sold to other companies. You may also advise them that you do not want the company to solicit future business from you.

To complain about a company using ANI, write to:

Office of the Attorney General-Public Inquiry Unit
P.O. Box 944255
Sacramento, CA 94244-2550
<http://oag.ca.gov/consumers>
Or, call 1-800-952-5225.

You may also contact the Federal Communications Commission (FCC) at:

Consumer and Governmental Affairs Bureau (CGB)

1919 M Street NW
Washington, DC 20544
<http://www.fcc.gov/cgb/>

4-Hour Appointment Notice

Whenever a contract is entered into between CenturyTel of Eastern Oregon, Inc. and a consumer for service or repair, and the parties have agreed that the presence of the consumer is required at the time of service or repair, CenturyTel of Eastern Oregon, Inc. shall specify, prior to the date of service or repair, a four-hour period within which the service shall be commenced.

If you have questions about this notice or need any additional information, please call our Customer Contact Center at 1-800-201-4099.

DIRECTORY LISTINGS

Primary Service Listings:

Customers are entitled, without additional charge, to listings in the alphabetical section of the directory as follows:

Individual primary telephone line	One Listing
Party line primary telephone line	One Listing
Private branch exchange system	One Listing

Residential primary listing service is for one line listings which may include a single given name; or dual (joint) listings for subscribers who share the same surname and reside at the same address, for customer whose spouse is deceased providing the surname is the same, and for persons who are known by more than one given name.

Other information in addition to a listing, per line	\$0.60
Additional listing per residence listing	\$0.45

Foreign Exchange Directory Listings in Alphabetical Section	\$0.45
Reference and information - per line	\$0.40

Non-Published or Non-Listed telephone numbers:

Non-Published: Number neither listed in directory nor provided by Directory Assistance Information)	\$0.00
Non-Listed: Number not listed in directory but may be obtained from Directory Assistance (Information)	\$0.00

DIRECTORY ASSISTANCE (411)

Each direct dialed call	\$0.25
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If you notify the 411 operator at the beginning of your request, you may receive up to 3 listings within our Service Area per call.

Before you are charged for each direct dialed call to directory assistance, you are allowed the following number of free calls per month.

Free Directory Assistance Calls

(1) Residence Service

- Individual, each line 5
- PBX service each trunk 5

CUSTOM CALLING FEATURES

The following Custom Calling Features are available on single party lines.

Custom Calling Packages are available for as little as \$2.50 per Month.
Please call our Business Office at 1-800-201-4102 for more information.

Toll Restriction Service:

\$2.00 per month - available to individual line services, where facilities are available. This feature restricts access to the long-distance toll network (all Dial 1+ numbers) thereby restricting calls to the local exchange areas. Toll Restriction Service is available free of charge to ULTS customers.

Call Waiting:

\$1.50 per month – notifies you that another party is calling when you are using the telephone.

Call Waiting/ With Cancel Call Waiting:

\$2.00 per month – notifies you know that another party is calling when you are using the telephone. Also enables you to cancel Call Waiting for the duration of one call.

Call Forwarding:

\$1.50 per month – enables you to transfer your incoming calls to any telephone you can dial direct without Operator Assistance.

Speed Calling:

Eight code list - *\$1.50 per month* – allows you to call up to eight frequently called numbers by dialing one digit.

Thirty code list - *\$2.50 per month* – allows you to call up to thirty frequently called numbers by dialing two digits.

Three-Way Calling:

\$1.50 per month – allows you to add a third party to your existing conversation without Operator Assistance.

CenturyLink currently does not offer Caller-ID or Caller-ID blocking services. If you have questions about our services, please call our Customer Contact Center at 1-800-201-4099.

900/976 PAY-PER CALL BILLING RIGHTS STATEMENT

The following consumer rights are provided under the Federal Telephone Disclosure and Dispute Resolution Act:

Calls to 900/976 numbers are billed either by the minute or at a flat rate each time you call the number. You can request that your phone be blocked from being able to complete calls to all 900 and 976 numbers by calling your CenturyLink Customer Contact Center. Blocking is offered to all subscribers at no charge when service is established at a new number. There is a one-time charge that will be assessed to business customers when call blocking is added to an existing telephone line. Also, there is a one-time charge of \$5.00 per line to remove blocking from residential lines and \$15.00 per line to remove blocking from business lines.

CenturyLink will offer a one-time adjustment of charges for calls to 900/976 within California if:

1.) If calls were made by your minor child without your permission; 2) You did not authorize the calls; 3) You were dissatisfied with poor transmission quality, the quality of value of the service, or you dispute the amount billed; or 4) You were not aware that the associated service charges applied.

You have the right not to be billed for pay-per call services not offered in compliance with Federal laws and regulations. You have 60 days from the date of the 900/976 bill to dispute a billing error. If you orally communicate an allegation of a billing error via the telephone number on the 900/976 bill page, it will be considered sufficient notification of a billing error. You have the right to withhold payment for the disputed charges during the billing error review. No collection activity for disputed 900/976 charges will occur while the charges are under investigation. If the disputed 900/976 charges are found to be legitimate, the long-distance company or the information provider may proceed with outside collections against your account for payment of these 900/976 charges. Failure to pay Legitimate 900/976 charges may result in involuntary blocking of your access to 900/976 services. However, your local and long-distance service cannot be disconnected as a result of non-payment of 900/976 charges.

You may obtain the name, address and telephone number of any information provider upon request at no cost by calling 1-800-201-4099.

PROTECT YOUR CONSUMER RIGHTS

Help protect against unsolicited telephone marketing calls and faxes!

State Law (Assembly Bill 2134), effective January 1, 1999, requires CenturyLink to inform our customers that various governmental agencies publish information that generally describes telephone subscribers' rights under state and federal law.

As a consumer, you have rights to privacy and to protect yourself from potential telemarketing fraud, unsolicited sales calls and faxes. The laws apply to live calls, pre-recorded voice calls, and artificial (computerized) voice calls.

The Federal Communications Commission (FCC) has adopted rules and regulations, effective December 20, 1992, implementing the Telephone Consumer Protection Act (TCPA). Different rules and regulations apply to calls placed to homes and businesses.

The Federal Trade Commission (FTC) also has Telemarketing Sales Rules, which have been enacted to help protect you as a consumer.

State laws are in place to protect citizens who have had their privacy violated or have been victims of fraudulent telemarketers. The State Attorney General's Office, along with the Telemarketing Sales Rules, has the authority to investigate and prosecute fraudulent telemarketers who operate across state lines.

Please contact the following agencies for additional information:

Stopping Unsolicited Mail, Phone Calls, and Email

Consumer Response Center
Federal Trade Commission
600 Pennsylvania Ave, N.W.
Washington, D.C. 20580
Telephone: 1-877-382-4357 (TDD: 1-202-326-2502)
Internet:

<https://www.consumer.ftc.gov/articles/0262-stopping-unsolicited-mail-phone-calls-and-email>

California State Attorney General's Office – Public Inquiry Unit

P.O Box 944255
Sacramento, CA 94244-2550
Telephone: 1-800-952-5225
Internet: <http://oag.ca.gov/consumers>

“Unwanted Telephone Marketing Calls”

<http://www.fcc.gov/cgb/consumerfacts/tcpa.html>

“Fax Advertising: What You Need to Know”

<https://www.fcc.gov/consumers/guides/faqs-about-junk-faxes> or
<http://www.fcc.gov/cgb/policy/faxadvertising.html>

Federal Communications Commission
Consumer and Government Affairs Bureau
445 12th Street, S.W.
Washington, D.C. 20554
Telephone: 1-888-225-5322
Internet: <http://www.fcc.gov/cgb/>
[https://www.fcc.gov/consumers/guides/faqs-about-junk-faxes and/or](https://www.fcc.gov/consumers/guides/faqs-about-junk-faxes-and/or)
<http://www.fcc.gov/cgb/policy/faxadvertising.html>

National Fraud Information Center (NFIC)

This is a private, non-profit organization that operates a consumer hotline to provide services and assistance in filing telemarketing complaints. NFIC also forwards appropriate complaints to the Federal Trade Commission for entry into its telemarketing fraud database.

Telephone: 1-800-876-7060
Monday thru Friday
9:00 a.m. – 5:30 p.m. EST
Internet: <http://www.fraud.org/>

PROCEDURES FOR DISPUTED BILLS

All erroneous, unauthorized, or questioned charges can be disputed. Should you have a question or complaint about your service or billing, please request an explanation from CenturyLink. If you do not receive a satisfactory response, you may call the Consumer Affairs Branch of the California Public Utilities Commission's between 8:30a.m.– 4:30p.m., at the following the numbers:

1-800-649-7570

or

1-415-703-4973

or

TDD/TTY 1-800-229-6846

Internet: <http://www.cpuc.ca.gov/cab/>

To avoid discontinuance of service, deposit the disputed amount of the bill to:

California Public Utilities Commission
Consumer Affairs Branch, Room 2003
505 Van Ness Avenue
San Francisco, California 94102

Make remittance payable to California Public Utilities Commission and attach the bill and a statement supporting your belief that the bill is not correct. The Commission will review the basis of the billed amount and make disbursement in accordance with its findings.

Should you have questions regarding charges imposed by the California Public Utilities Commission (CPUC) or unresolved intrastate billing charges, you can contact the CPUC Consumer Affairs Branch:

By telephone: 1-800-649-7570 (Monday – Friday, 8:30am – 4:30pm)

By mail: CPUC Consumer Affairs Branch, 505 Van Ness Ave., San Francisco, CA 94102

By email: consumer-affairs@cpuc.ca.gov

Or Online: <http://www.cpuc.ca.gov/cab/>

Should you question charges imposed by the Federal Communications Commission, (FCC) please direct inquiries to:

Federal Communications Commission
Consumer and Government Affairs Bureau (CGB)
1919 M Street NW
Washington, DC 20544
<http://www.fcc.gov/cgb/>

EMERGENCY TELEPHONE USAGE

WHAT YOU NEED TO KNOW ABOUT 9-1-1

When there is a situation that threatens human life or property and demands immediate attention, call 9-1-1. 9-1-1 will reach the fire and rescue, police, Sheriff, Highway Patrol, ambulance, paramedics, Coast Guard, and/or search and rescue.

Do not call 9-1-1 for non-emergencies; this causes delays in the handling of real emergencies. For non-emergency calls, call the non-emergency telephone numbers listed in the telephone directory for the agencies you are trying to reach.

For Telecommunications Devices for the Deaf (TDD/TTY) emergency calls use the Baudot mode only; dial 9-1-1 then tap the space bar until someone answers.

When calling 9-1-1, your telephone number and address may be displayed on a dispatcher's viewing screen, even if you have Caller ID Blocking. This enables the emergency agency to locate you if the call is interrupted. If you do not wish to have your telephone number and address displayed, call the non-emergency number.

If you need to place an emergency call:

- Make sure that no extension phones are off-hook.

- Stay on the line. You may not hear dial tone immediately. The delay could be as long as a minute or more.
- Do not repeatedly depress the switch hook, as this will further delay your call.
- If you receive a “fast busy” or “all circuits are busy” recording, hang up and try again later.
- If physical damage occurs to CenturyLink’s equipment or facilities or to your wiring or equipment, it may not be possible to complete your call.

Place Emergency Calls Only

After a disaster, especially earthquakes, there is usually a high volume of telephone calls. It is important that you limit your calls to emergencies only. Do not call 9-1-1 or the police for confirmation of an earthquake. Listen to your local radio or television station for information.

Out-of-Area Contact

Select a relative or friend out of the immediate area to act as a clearinghouse for information about your family. Once contact is made, have this person relay messages to your other friends and relatives outside the disaster area.

INSIDE WIRING MAINTENANCE SERVICE

The California Public Utilities Code, Section 788, passed by the California Legislature, requires us to inform you of CenturyLink’s policy on Inside Wire.

You should be aware that, under state law, residential landlords, not tenants, are responsible for repairs and maintenance of residential inside telephone wire.

Inside Wire Definition:

Inside Wire is that portion of the telephone wire which connects the telephone jack at the customer’s premises to the telephone company’s equipment at a demarcation point determined by the telephone company in accordance with orders of the California Public Utilities Commission. The demarcation point is that point where CenturyLink telephone lines enter your building or home. (Usually at the Standard Network Interface (SNI) or Protector.)

Building Owner Responsibilities:

Inside wire is considered the property of the building owner. If the building owner is a residential landlord, the building owner is responsible for installing at least one (1) usable telephone jack per rental unit, for placing and maintaining the inside wire in good working order, for ensuring that the inside wire meets the applicable standards of the most recent Electrical Code as adopted by the Electronic Industry Association, and for making any required repairs to the inside telephone wire.

CenturyLink Responsibilities:

CenturyLink is available to maintain or repair inside wire and will work with the customer to determine whether a malfunction in a telephone line is located in the customer’s inside

wire or in the Telephone Company's network. CenturyLink will inform the customer of the repair options once it is determined that the customer's inside wire is at fault.

Customer Responsibilities:

The customer is responsible for reporting malfunctions of the telephone line to the Telephone Company. Upon receiving a customer's trouble report, CenturyLink's service personnel will request that the customer perform a simple isolation test of the inside wire at the Standard Network Interface.

Trouble Isolation Procedures:

Telephone repair reports may be made to CenturyLink by calling the business office number listed at the end of this notice.

- CenturyLink advises the customer to unplug the inside wire at the Standard Network Interface and plug a phone known to be in working order into the Standard Network Interface.
- If the phone does not work at the Standard Network Interface, the trouble is assumed to be in the telephone company's network, and CenturyLink will arrange for repair as soon as practical at no charge.
- If the phone works at the Standard Network Interface, the trouble is in the inside wire.

The customer then has four options:

- The customer can leave the inside wire unrepaired. In this case, the inside wire must remain unplugged from the Standard Network Interface.
- The customer can perform the inside wire repair.
- The customer can arrange for any vendor to repair the inside wire.
- The customer can arrange for CenturyLink to repair the inside wire in accordance with the inside wire offerings described below.
- The customer is also advised that if they decline to perform the test at the Standard Network Interface, the phone company will perform the test. If the trouble turns out to be in the customer's inside wire, they will be charged for the time spent performing the test. The current rate is \$30.00 for the first 15 minutes or fraction thereof, and \$15.00 for each additional 15 minutes or fraction thereof.
- If the customer is a residential tenant and the trouble is in the inside wire, the customer is advised that under California law the residential landlord is responsible for the installation and maintenance of one (1) usable jack and associated inside wire.

CenturyLink Offers Two Options for the Repair of Simple Inside Wire**1. Inside Wire Maintenance Plan**

Customers who subscribe to this plan are charged monthly for trouble isolation and repair of inside wire and/or jacks within the customer's premises. The Inside Wire Maintenance Plan provides all required maintenance of simple inside wiring and materials at no additional charge.

- The Inside Wire Maintenance Plan does not include re-installation of inside wire that has been destroyed by fire, flood, or other similar catastrophes.

- Customers with non-standard wire are not eligible for the Inside Wire Maintenance Plan.
- CenturyLink reserves the right to not repair or replace inside wire that is in nonworking condition due to obvious neglect or willful misuse.
- Customers moving to another location served by CenturyLink who wish to continue the monthly Inside Wire Maintenance Plan must re-establish subscription to the plan at the new location.
- The customer must advise CenturyLink when the customer wishes to cancel the monthly Inside Wire Maintenance Plan.

Inside Wire Maintenance Plan
(Per line, per month)
\$1.00

2. Premises Visit Inside Wire Labor Charges

Provides incremental rates for inside wire maintenance services requested on simple inside wiring and materials without the benefit of the Inside Wire Maintenance Plan, on a per call basis.

- Charges for material may be applicable and are in addition to the Premises Visit Inside Wire Maintenance Labor Charges.
- Billable time is measured from the arrival time of CenturyLink's service personnel at the customer's premises until the departure time of CenturyLink's service personnel from the customer's premises and includes the time necessary for work preparation, actual work, and clean up.
- When the Utility is requested to visit a customer's premises to repair their inside wire, and there is a "no show" or the customer refuses to allow the Utility access to their premises, the customer may be subject to a minimum 3/4-hour labor charge.
- Billable time will not be measured for the purpose of charging the customer unless CenturyLink's service personnel have gained access to the customer's premises.

Premises Visit Inside Wire Labor Charges

Normal Rates

First 15 minutes or fraction thereof	\$30.00
Each additional quarter hour or fraction thereof	\$15.00

- Normal Rates are applicable to work performed Monday through Friday, between 8:00 a.m. and 5:00 p.m.

OTHER VENDORS MAY ALSO OFFER INSIDE WIRE SERVICES

Other vendors may also offer inside wire service in CenturyLink's service area. Please consult the classified ads in your local newspaper or your CenturyLink Directory for this information.

LONG DISTANCE/TOLL INFORMATION

Intra Local Access Transport Area (LATA) or Service Area Toll Calls

IntraLATA service area toll calls are calls placed between any two points in the New Pine Creek Service Area other than local calls. Because all calls placed within the New Pine Creek exchange are local, CenturyLink does not provide intraLATA service area toll calling within the New Pine Creek exchange.

InterLATA or Interstate Long Distance Toll Calls

InterLATA or interstate long distance toll calls are calls placed between service areas or to other states and countries. CenturyLink provides interLATA service area toll calling for the New Pine Creek Service Area by means of circuits from the Lakeview, Oregon central office.

Carrier Selection for Equal Access Service

You may select an Interexchange Carrier (IXC) or Long-Distance Company of your choice to handle your intraLATA service area toll calls and interLATA or interstate long distance toll calls by *pre-subscribing* to that IXC. This service, known as "Equal Access", allows you to make long distance calls without requiring you to dial a series of access numbers. When you change your selection, the following charges apply:

Interexchange Carrier (IXC) Selection Charges

(Per Line, Per Occurrence)

Manual:

IntraLATA Service	\$5.00
InterLATA Service	\$5.50
IntraLATA/InterLATA Service – same IXC, same Transaction	\$2.50
IntraLATA/InterLATA Service – different IXC, same Transaction	No Charge
IntraLATA/InterLATA Freeze	No Charge

Electronic:

IntraLATA Service	\$1.25
InterLATA Service	\$2.75
IntraLATA/InterLATA Service – same IXC, same Transaction	\$0.62
IntraLATA/InterLATA Service – different IXC, same Transaction	No Charge
IntraLATA/InterLATA Freeze	No Charge

If you do not select an Interexchange Carrier you may only place long distance calls using casual dialing.

Casual Dialing

You may use more than one Interexchange Carrier (IXC) or Long-Distance Company to handle your intraLATA service area toll calls and interLATA or interstate long distance toll calls. These calls can be placed on a per-call basis with another IXC by using company-code dialing or Casual Dialing. This is done by dialing 1, 0, that company's 5-digit

company code, followed by the area code and the phone number you wish to call. It may be necessary to make arrangements with some companies prior to using their company code. If you do not dial a company code, your pre-subscribed IXC will handle the call.

California LifeLine

Documentation is required to show that your household income meets California LifeLine's annual income limits if you are using that basis to qualify (See page 17 for more information). Acceptable proof:

California LifeLine provides discounted basic telephone (landline) services to eligible California households.

Types of Discounts Available

Discounted residential telephone services available to California LifeLine customers include the following:

Service	Description	Rate
Flat-Rate Local Telephone Service	Unlimited local calls	The lesser of range \$5.47 to \$6.84 or 1/2 of the carrier's residential flat-rate local telephone service.
Measured Local Telephone Service	60 local calls per month; additional calls may be billed at different rates depending on the carrier	The lesser of range \$2.91 to \$3.66 or 1/2 of carrier's residential measured rate for local phone service.
Phone Service for Consumers Living on Tribal Lands	Bigger discounts on local phone service for qualified consumers living on tribal lands For more information, visit: http://www.lifelinesupport.org/tribal-lands.aspx	Local phone service for \$1.00 per month.
Service Connection	Initiation of telephone service	The lesser of \$10 or 1/2 of carrier's connection charge for residential phone service.
Service Conversion	Change of class, type or grade within California LifeLine phone service OR	The lesser of \$10 or 1/2 of carrier's conversion

	Change from regular local phone service to California LifeLine phone service	charge for residential phone service. There will be no charge to switch from California LifeLine phone service to regular local phone service.
Deposit	Deposit is waived for local phone service only. Carriers may charge deposits for other types of services like long distance, caller ID, internet service, etc.	\$0 for local phone service
Toll-blocking or Toll-restriction	Toll-blocking prevents long distance calling. Toll-restriction limits long distance calling.	\$0
Disability Accommodation	California LifeLine discounts may apply to a second phone line to accommodate TTY service for any hearing impaired household members.	See the rates for either flat-rate or measured-rate local phone service listed above.

Is California LifeLine Right For You?

1) Program-Based:

You can qualify for California LifeLine if you or another person in your household is enrolled in any one of the following public-assistance programs:

- Medicaid/Medi-Cal
- Low Income Home Energy Assistance Program (LIHEAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance or Section 8
- CalFresh, Food Stamps or Supplemental Nutrition Assistance Program (SNAP)
- Women, Infants and Children Program (WIC)
- National School Lunch Program (NSL)
- Temporary Assistance for Needy Families (TANF)
 - 1. California Work Opportunity and Responsibility to Kids (CalWORKs)
 - 2. Stanislaus County Work Opportunity and Responsibility to Kids (StanWORKs)
 - 3. Welfare-to-Work (WTW)
 - 4. Greater Avenues for Independence (GAIN)
- Tribal TANF
- Bureau of Indian Affairs General Assistance
- Head Start Income Eligible (Tribal Only)
- Food Distribution Program on Indian Reservations
- Federal Veterans and Survivors Pension Benefit Program

2) Income-Based

You can qualify for California LifeLine if your household's total annual gross income is at or less than these annual income limits:

- Front page only of prior year's state (540, 540A, 540 2EZ, 540NR, or 540X), federal (1040, 1040A, 1040EZ, 1040NR, 1040NR-EZ, 1040SS, or 1040X), or tribal tax return,
- Income statements or paycheck stubs for three consecutive months within the past 12 months,
- Statement of benefits from Social Security, Veterans Administration, retirement/pension, Unemployment Compensation, and/or Workmen's Compensation,
- Alimony and/or child support documents, **and/or**
- Other official documents.

LifeLine Income Guidelines*

Household Size	Annual Income Limit
1-2	\$27,000
3	\$31,300
4	\$38,100
Each Additional Member	\$6,800

* Effective June 1, 2018 to May 31, 2019

IMPORTANT INFORMATION FOR NEW APPLICANTS

Beginning July 1, 2009, new applicants for the California LifeLine Program must be approved before the California LifeLine discounts are received. If you apply to California LifeLine, the regular rates for basic home phone service will remain in effect until your application is approved. Please be sure to ask the telephone company to confirm existing rates at that time.

To help you pay the up-front costs of establishing your home phone service like the service installation/connection fee, service conversion fee, and deposits, you can request an interest-free payment plan. This will distribute your payments in more manageable amounts while you wait for your eligibility to be approved. Payment plans may vary between the different home phone companies.

After being approved by the California LifeLine Administrator you will be refunded the difference between regular rates and the California LifeLine discounted rates for any applicable monthly service charges, service installation/connection fee, service conversion fee, and deposits for basic home phone service.

You will receive a bill credit with the California LifeLine discounts retroactive to the date your service began or the date you requested to be enrolled, whichever is later. If your bill has a net credit balance of \$10.00 or more, you may request a refund check from your home phone company. Otherwise, the refund will be credited to your account.

California LifeLine requires all existing California LifeLine customers to renew their participation annually. Each year, on the consumer's anniversary date, current participants will receive a California LifeLine renewal form with a PIN number in a **PINK** envelope.

Consumers can simply go online to renew her/his participation at www.californialifeline.com. If a consumer does not renew their participation in California LifeLine, they will be dropped from the program and lose his/her California LifeLine discounts. Beginning at that point, regular home phone rates for basic service will then be charged.

ACCEPTABLE INCOME DOCUMENTATION

- Front page only of prior year's state (540, 540A, 540 2EZ, 540NR, or 540X), federal (1040, 1040A, 1040EZ, 1040NR, 1040NR-EZ, 1040SS, or 1040X), or tribal tax return,
- Income statements or paycheck stubs for three consecutive months within the past 12 months,
- Statement of benefits from Social Security, Veterans Administration, retirement/pension, Unemployment Compensation, and/or Workmen's Compensation,
- Alimony and/or child support documents, and/or
- Other official documents.

IMPORTANT TO MEET DUE DATES

Whether a consumer applies online **OR** completes and mails the signed and completed form, he/she **must** respond by the due date. Consumers may find the due date on the application and renewal forms.

- If the consumer submits an incomplete application or renewal form, the consumer will receive a new form.
- If the consumer lost their PIN, they can call the California LifeLine Administrator to retrieve it.
- If the consumer needs new forms, they can call the California LifeLine Administrator for a replacement.

POSSIBLE REASONS FOR DISQUALIFICATION

- The consumer does not return the form or register online by the due date.
- The form is incomplete.
- The consumer is found to be ineligible for California Lifeline.
- The form is incorrect (and is not considered correctible).
- The consumer did not provide the appropriate documents to prove eligibility.
- The person applying was claimed on someone else's income tax return as a dependent.
- The consumer was already receiving the California LifeLine discount and was not eligible for a second phone line with the California LifeLine discount.
- The form did not have the consumer's signature.

POSSIBLE CONSEQUENCES OF DISQUALIFICATION

- Not receiving the discounts resulting in having to pay regular rates for basic home phone service.
- The consumer may be required to pay a service deposit.
- Interest may be charged.
- Note that the consumer can still reapply and go through the application process again. The process will start over, and the consumer will have to pay a service conversion fee.

The consumer can also appeal a denial or disqualification by calling the CPUC's Consumer Affairs Branch at 1-800-649-7570.